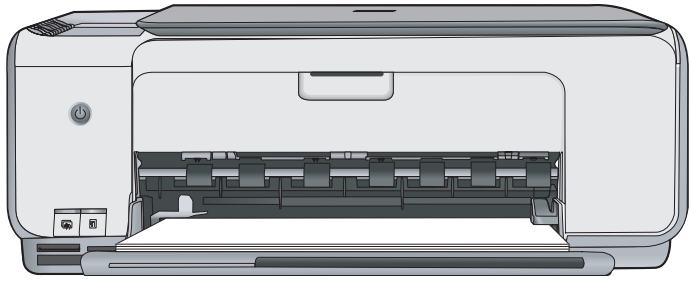
HP Photosmart C3100 All-in-One series

Basics Guide

you + hp



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Contents

1 **HP All-in-One overview** 2
The HP All-in-One at a glance 3
Control panel buttons 4
Status light overview 5
Use the HP Photosmart software 7
Find more information 8
Access the onscreen Help 8
Load originals and load paper 8
Avoid paper jams 10
Make a copy 10
Scan an image 10
Print photos using a proof sheet 11
Print from a software application 13
Replace the print cartridges 14
Clean the HP All-in-One 16
2 **Troubleshooting and support** 18
Uninstall and reinstall the software 18
Hardware setup troubleshooting 19
Error conditions 21
Clear paper jams 21
Print cartridge troubleshooting 22
Before you call HP customer support 23
3 **Technical information** 24
System requirements 24
Paper specifications 24
Print specifications 24
Copy specifications 25
Scan specifications 25
Physical specifications 25
Power specifications 25
Environmental specifications 25
Acoustic information 25
Environmental product stewardship program 25
Regulatory notices 26
Warranty 27
Index 28

1 HP All-in-One overview

Use the HP All-in-One to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP All-in-One functions directly from the control panel, without turning on your computer.

Note This guide introduces basic operations and troubleshooting, as well as providing information for contacting HP support and ordering supplies.

The onscreen Help details the full range of features and functions, including use of the HP Photosmart software that came with the HP All-in-One. For more information, see *Access the onscreen Help* on page 8.

Copy

The HP All-in-One allows you to produce high-quality color and black-and-white copies on a variety of paper types. You can enlarge or reduce the size of an original to fit a specific paper size, adjust the copy quality, and make high-quality copies of photos, including borderless copies.

Scan

Scanning is the process of converting text and pictures into an electronic format for your computer. You can scan almost anything (photos, magazine articles and text documents) on the HP All-in-One.

Print photos

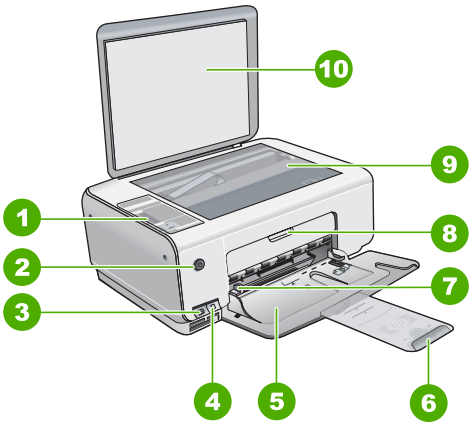
The HP All-in-One is equipped with memory card slots which enable you to insert a memory card and begin printing photos from your digital camera without uploading your photos to a computer first. Additionally, if the HP All-in-One is connected to a computer with a USB cable, you can also transfer your photos to the computer to print, edit, or share.

Warning Do not insert more than one memory card at a time. If more than one memory card is inserted, unrecoverable data loss might occur.

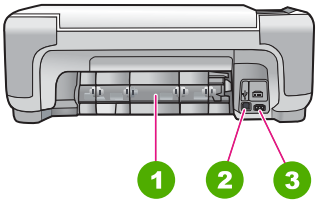
Print from your computer

The HP All-in-One can be used with any software application that allows printing. You can print a range of projects, such as borderless images, newsletters, greeting cards, iron-on transfers, and posters.

The HP All-in-One at a glance



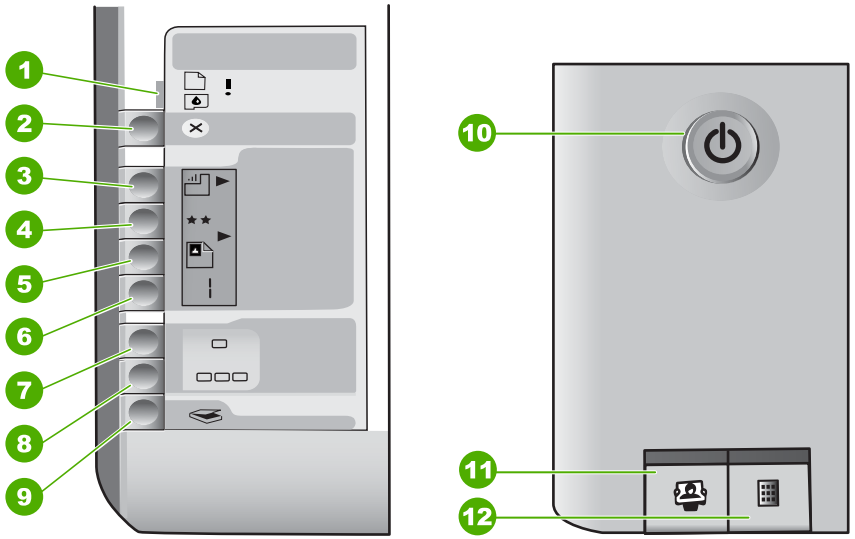
Label	Description
1	Control panel
2	On button
3	**Photosmart Express** button (left) and **Proof Sheet** button (right)
4	Memory card slots
5	Input tray
6	Paper tray extender
7	Paper-width guide
8	Print cartridge door
9	Glass
10	Lid backing



Label	Description
1	Rear door
2	Rear USB port
3	Power connection*

* Use only with the power adapter supplied by HP.

Control panel buttons



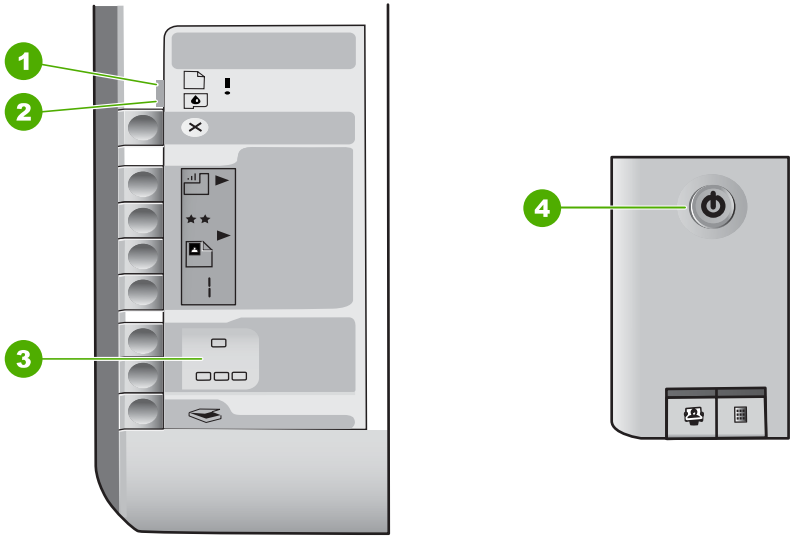
Label	Icon	Name and Description
1		**Check Paper**/**Check Print Cartridge**: Indicates the need to load paper, remove a paper jam, reinsert the print cartridge, replace the print cartridge, or close the print cartridge door.
2		**Cancel** button: Stops a task or resets settings.
3		**Paper Type** button: Changes the paper type setting to match the type of paper loaded in the paper tray (plain or photo paper). The default setting is plain paper.
4	★★	**Quality** button: Changes the copy quality. The default quality for plain paper is one star. The default quality for photo paper is two stars.

(continued)

Label	Icon	Name and Description
5		**Size** button: Changes the image size to 100% (**Actual Size**), fits it to the page (**Resize to Fit**), or prints borderless images (**Borderless**). The default setting is 100% for plain paper and borderless for photo paper.
6		**Copies** button: Specifies the desired number of copies. If there is an error, the letter **E** appears on the display.
7		**Start Copy Black** button: Makes a black-and-white copy. In certain situations (for example, after clearing a paper jam), this button resumes printing.
8		**Start Copy Color** button: Starts a color copy. In certain situations (for example, after clearing a paper jam), this button resumes printing.
9		**Start Scan/Reprints** button: Starts a scan.
10		**On**: Turns the HP All-in-One on or off. When the HP All-in-One is off, a minimal amount of power is still supplied to the device. To completely remove power, turn the HP All-in-One off, and then unplug the power cord.
11		**Photosmart Express** button: Launches the HP Photosmart Express software application on your computer for printing, editing, and sharing photos.
12		**Proof Sheet** button: Prints a proof sheet when a memory has been inserted in the HP All-in-One. A proof sheet shows thumbnail views of all the photos on the memory card. You can select photos on the proof sheet, then print those photos by scanning the proof sheet. You do not need to connect the HP All-in-One to a computer to print a proof sheet from a memory card.

Status light overview

Several indicator lights inform you of the status of the HP All-in-One.



Label	Description
1	Check Paper light
2	Check Print Cartridge light
3	Copy button lights (for the **Start Copy Black** and **Start Copy Color** buttons)
4	**On** button

The following table describes common situations and explains what the lights mean.

Light status	What it means
All lights are off.	The HP All-in-One is turned off. Press the **On** button to turn on the device.
The **On** light and one of the copy button lights are on.	The HP All-in-One is ready for printing, scanning, or copying.
The **On** light is blinking.	The HP All-in-One is busy with a print, scan, copy, or maintenance task such as aligning the print cartridges.
The **On** light blinks quickly for 3 seconds and then is on steady.	You pressed a button while the HP All-in-One is already busy with a print, scan, copy, or maintenance task such as aligning the print cartridges.
The **On** light blinks for 20 seconds and then is on steady.	You pressed the **Start Scan/Reprints** button and there was no response from the computer.

(continued)

Light status	What it means
The Check Paper light is blinking.	• The HP All-in-One is out of paper. • The HP All-in-One has a paper jam. • The paper size setting does not match the paper size detected in the input tray. For more information, check the computer screen for an error message.
The Check Print Cartridge light is blinking.	• The print cartridge door is open. • The print cartridges are missing or not seated correctly. • The tape was not removed from the print cartridge. • The print cartridge is not intended for use in this HP All-in-One. • The print cartridge might be defective.
The Check Paper and Check Print Cartridge lights are blinking.	The print carriage has stalled. Turn the HP All-in-One off, remove any objects that are blocking the print carriage (including any packing materials), and then turn the HP All-in-One on again.
The Check Paper, and Check Print Cartridge, and copy button lights are blinking.	The control panel overlay is not attached, or not attached properly. For information on attaching the control panel overlay, see the Setup Guide.
The **On**, Check Paper, and Check Print Cartridge lights are blinking.	Scanner failure. Turn off the HP All-in-One, then on again. If the problem persists, contact HP Support.
All lights are blinking.	The HP All-in-One has a fatal error. 1. Turn the HP All-in-One off. 2. Unplug the power cord. 3. Wait a minute, then plug the power cord back in. 4. Turn the HP All-in-One back on. If the problem persists, contact HP Support.

Use the HP Photosmart software

You can use the HP Photosmart software to access many features not available from the control panel. The HP Photosmart software provides a fast and easy way to make prints of your photos or to purchase prints online. It also provides access to other basic HP Photosmart software features, such as saving, viewing, and sharing your photos.

For more information on using the HP Photosmart software, see the **HP Photosmart Software Help**.

Find more information

A variety of resources, both printed and onscreen, provide information about setting up and using the HP All-in-One.

- **Setup Guide**
  The Setup Guide provides instructions for setting up your HP All-in-One and installing software. Make sure you follow the steps in the Setup Guide in order. If you have problems during setup, see Troubleshooting in the last section of the Setup Guide, or see *Troubleshooting and support* on page 18 in this guide.
- **HP Photosmart Software Tour** (Windows)
  The HP Photosmart Software Tour is a fun, interactive way to get a brief overview of the software included with your HP All-in-One. You'll learn how the software you installed with your HP All-in-One can help you edit, organize, and print your photos.
- **Onscreen Help**
  The onscreen Help provides detailed instructions on features of your HP All-in-One that are not described in this User Guide, including features that are only available using the software you installed with your HP All-in-One.
  For more information, see *Access the onscreen Help* on page 8.
- **Readme**
  The Readme file contains the most recent information which might be not be found in other publications. Install the software to access the Readme file.
- www.hp.com/support
  If you have Internet access, you can get help and support from the HP website. This website offers technical support, drivers, supplies, and ordering information.

Access the onscreen Help

This guide describes a sampling of the features available, so you can get started using the HP All-in-One. Explore the onscreen Help that came with your device for information on all the features that the HP All-in-One supports.

To access the HP Photosmart Software Help on a Windows computer

1. In the HP Solution Center, click the tab for the HP All-in-One.
2. In the **Device Support** area, click **Onscreen Guide** or **Troubleshooting**.
   - If you click **Onscreen Guide**, a pop-up menu appears. You can choose to open the welcome page for the entire Help system or to go specifically to the Help for the HP All-in-One.
   - If you click **Troubleshooting**, the **Troubleshooting and support** page opens.

To access the HP Photosmart Mac Help

➔ On the **Help** menu in the HP Photosmart Studio, choose **HP Photosmart Mac Help**.
The **HP Photosmart Mac Help** appears.

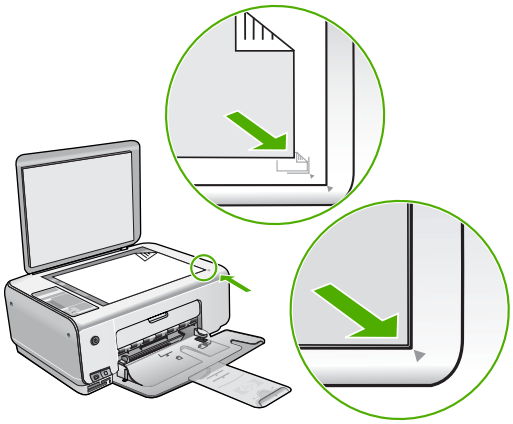
Load originals and load paper

You can copy or scan up to letter- or A4-size originals by loading them on the glass.

To load an original on the glass

1. Lift the lid on the HP All-in-One.
2. Load your original print side down in the right front corner of the glass.

Tip For more help on loading an original, refer to the engraved guides along the edge of the glass.



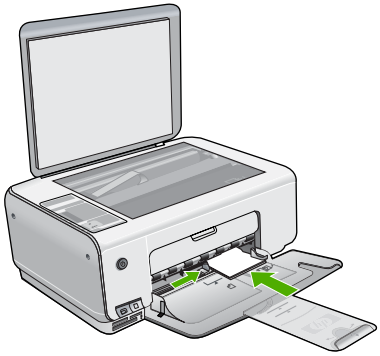
3. Close the lid.

To load 10 x 15 cm (4 x 6 inch) photo paper in the input tray

1. Remove all paper from the input tray.
2. Insert the stack of photo paper into the far-right side of the input tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.
   If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.

Tip For more help on loading small-size photo paper, refer to the guides engraved in the base of the input tray for loading photo paper.

3. Slide the paper-width guide inward until it stops at the edge of the paper.
   Do not overload the input tray; make sure the stack of paper fits within the input tray and is no higher than the top of the paper-width guide.



For best results, set the paper type and paper size before copying or printing.

Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a resealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the HP All-in-One.

Make a copy

You can make quality copies from the control panel.

To make a copy from the control panel

1. Make sure you have paper loaded in the input tray.
2. Load your original print side down in the right front corner of the glass.
3. Press **Start Copy Black** or **Start Copy Color** to begin copying.

Scan an image

You can start a scan from your computer or from the HP All-in-One. This section explains how to scan from the control panel of the HP All-in-One only.

To use the scan features, the HP All-in-One and computer must be connected and turned on. The HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) must also be installed and running on your computer prior to scanning.

- On a Windows computer, look for the **HP Digital Imaging Monitor** icon in the Windows system tray (at the lower right side of the screen, near the time) to verify the software is running.

Note Closing the **HP Digital Imaging Monitor** icon in the Windows system tray can cause the HP All-in-One to lose some of its scan functionality. If this happens, you can restore full functionality by restarting your computer or by starting the HP Photosmart Software.

- On a Mac, the software is always running.

Tip You can use the HP Photosmart Software (Windows) or HP Photosmart Mac Software (Mac) to scan images, including panorama images. Using this software, you can also edit, print, and even share your scanned images. For more information, see the onscreen Help that came with the HP All-in-One.

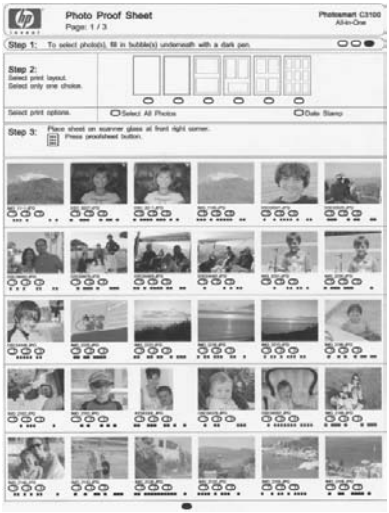
To scan to a computer

1. Place your original print side down on the left front corner of the glass.
2. Press **Start Scan/Reprints**.
   A preview image of the scan appears on your computer, where you can edit it.
3. Make any edits to the preview image, and then click **Accept** when you are finished.

Print photos using a proof sheet

A proof sheet is a simple and convenient way to select photos and make prints directly from a memory card without the need for a computer. A proof sheet (which might be several pages long) shows thumbnail views of photos stored on the memory card. The file name, index number, and date appear under each thumbnail.

Proof sheets are also a quick way to create a printed catalog of your photos.



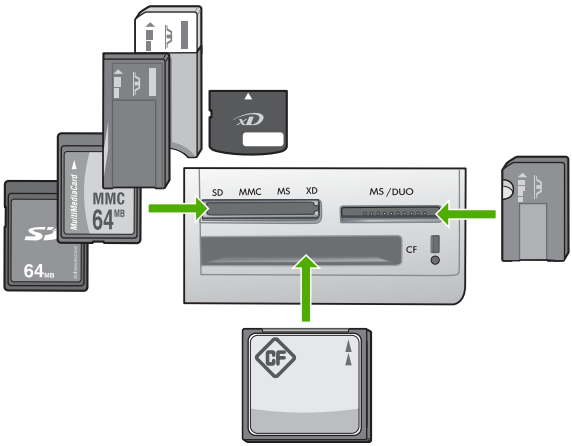
Note From the HP All-in-One, you can only access JPEG and TIFF image files. To print other types of files, transfer the files from your memory card to your computer and use the HP Photosmart Software.

In order to print photos from a proof sheet you must complete the following tasks, explained in detail in the procedures below.

- Print a proof sheet of the photos on your memory card
- Complete the proof sheet
- Scan the proof sheet

To print a proof sheet

1. Remove any orignals loaded on the glass.
2. Insert a memory card into the appropriate slot on the HP All-in-One.
   The HP All-in-One supports the memory cards described below. Each type of memory card can only be inserted in the appropriate slot for that card.

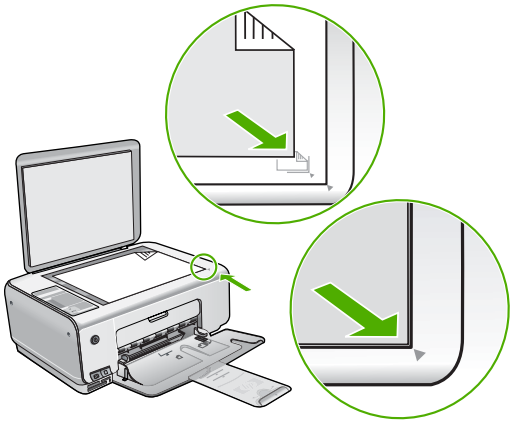


   – **Top left slot**: Secure Digital, MultiMediaCard (MMC), Secure MultiMedia Card, Memory Stick, Magic Gate Memory Stick, Memory Stick Duo (with user-supplied adapter), Memory Stick Pro, xD-Picture Card
   – **Top right slot**: Memory Stick Duo (without user-supplied adapter)
   – **Bottom slot**: CompactFlash (I, II)
3. Press the **Proof Sheet** button (located above the memory card slots).
   The **Proof Sheet** button is the button on the right.

   The HP All-in-One prints a proof sheet.
4. When the proof sheet finishes printing, follow the instructions on the proof sheet to select the photos you want to print., and then scan the proof sheet.

To scan a completed proof sheet

1. Load the proof sheet print side down on the right front corner of the glass. Make sure the sides of the proof sheet touch the right and front edges. Close the lid.



2. Make sure the same memory card you used to print the proof sheet is still inserted in the HP All-in-One when you scan that proof sheet.
3. Make sure you have photo paper loaded in the input tray.
4. Press **Proof Sheet**.
   The HP All-in-One scans the proof sheet and prints the selected photos.

Print from a software application

Most print settings are automatically handled by the software application. You need to change the settings manually only when you change print quality, print on specific types of paper or transparency film, or use special features.

To print from a software application (Windows)

1. Make sure you have paper loaded in the input tray.
2. On the **File** menu in your software application, click **Print**.
3. Make sure the HP All-in-One is the selected printer.
4. If you need to change settings, click the button that opens the **Properties** dialog box.
   Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Select the appropriate options for your print job by using the features available on the various tabs.
6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

To print from a software application (Mac)

1. Make sure you have paper loaded in the input tray.
2. From the **File** menu in your software application, choose **Page Setup**.
3. Make sure the HP All-in-One is the selected printer.
4. Specify the page attributes:
   - Choose the paper size.
   - Select the orientation.
   - Enter the scaling percentage.
5. Click **OK**.
6. From the **File** menu in your software application, choose **Print**.

The **Print** dialog box appears, and the **Copies & Pages** panel opens.

7. Change the print settings for each option in the pop-up menu, as appropriate for your project.
8. Click **Print** to begin printing.

Replace the print cartridges

Follow these instructions when the ink level is low.

Note When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP All-in-One.

When you receive a low-ink warning message, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

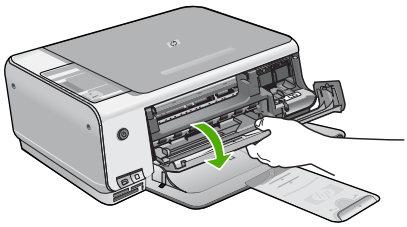
To order print cartridges for the HP All-in-One, go to www.hp.com/learn/suresupply. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

To replace the print cartridges

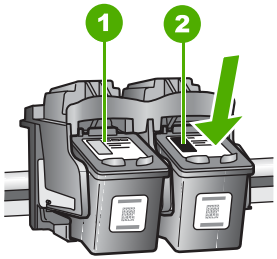
1. Make sure the HP All-in-One is on.

   Caution If the HP All-in-One is off when you open the print cartridge door to access the print cartridges, the HP All-in-One will not release the cartridges for changing. You might damage the HP All-in-One if the print cartridges are not docked safely when you try to remove them.

2. Make sure you have letter or A4 unused plain white paper loaded in the input tray.
3. Open the print cartridge door.
   The print carriage moves to the far right side of the HP All-in-One.

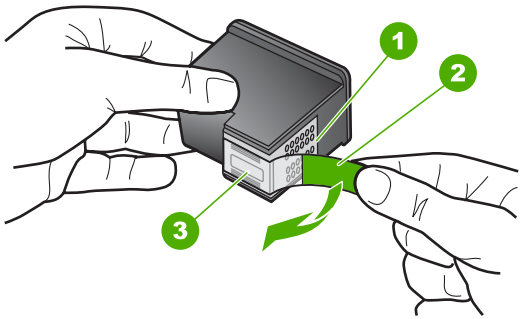


4. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.
   If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.
   If you are replacing the black or photo print cartridge, remove the print cartridge from the slot on the right.



1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black and photo print cartridges

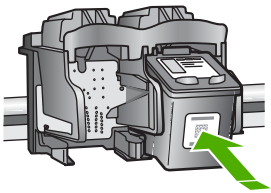
5. Pull the print cartridge toward you out of its slot.
6. If you are removing the black print cartridge in order to install the photo print cartridge, store the black print cartridge in the print cartridge protector or an airtight plastic container.
   If you are removing the print cartridge because it is low or out of ink, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following website:
   www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html
7. Remove the new print cartridge from its packaging and, being careful to touch only the black plastic, gently remove the plastic tape by using the pink pull tab.



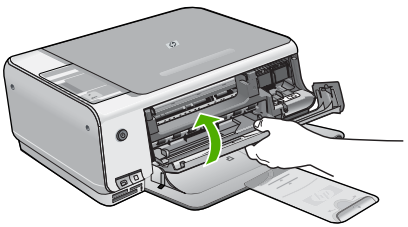
1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

Caution Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.

8. Slide the new print cartridge forward into the empty slot. Then gently push on the upper part of the print cartridge forward until it clicks into the socket.
   If you are installing the tri-color print cartridge, slide it into the left slot.
   If you are installing a black or photo print cartridge, slide it into the right slot.



9. Close the print cartridge door.



If you installed a new print cartridge, the HP All-in-One prints a print cartridge alignment sheet.

Note If you have colored paper loaded in the input tray when you align the print cartridges, the alignment will fail. Load unused plain white paper into the input tray, and then try the alignment again.

If the alignment fails again, you might have a defective sensor or print cartridge. Contact HP Support. Go to www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

Clean the HP All-in-One

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP All-in-One.

- Clean the glass
- Clean the lid backing

Clean the glass

Glass that is dirty from fingerprints, smudges, hair, and dust on the main glass surface slows down performance and affects the accuracy of some features.

To clean the glass

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

   Caution Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the device.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Plug in the power cord, and then turn on the HP All-in-One.

Clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the HP All-in-One.

To clean the lid backing

1. Turn off the HP All-in-One, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
   Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

   Caution Do not use paper-based wipes, as these might scratch the backing.

4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

   Caution Be careful not to spill alcohol on the glass or exterior of the HP All-in-One, as this might damage the device.

5. Plug in the power cord, and then turn on the HP All-in-One.

2 Troubleshooting and support

This chapter contains troubleshooting information for the HP All-in-One. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the onscreen Help that came with your software.

Many issues are caused when the HP All-in-One is connected to the computer using a USB cable before the HP All-in-One software is installed on the computer. If you connected the HP All-in-One to your computer before the software installation screen prompts you to do so, you must follow these steps:

Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP All-in-One, wait one minute, then restart it.
5. Reinstall the HP All-in-One software.

Caution Do not connect the USB cable to the computer until prompted by the software installation screen.

For support contact information, see the inside back cover of this guide.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP All-in-One application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP All-in-One.

To uninstall from a Windows computer and then reinstall

1. On the Windows taskbar, click **Start**, **Settings**, **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the HP All-in-One, and then click **Change/Remove**.
   Follow the onscreen instructions.
4. Disconnect the HP All-in-One from your computer.
5. Restart your computer.

Note It is important that you disconnect the HP All-in-One before restarting your computer. Do not connect the HP All-in-One to your computer until after you have reinstalled the software.

6. Insert the HP All-in-One CD-ROM into your computer's CD-ROM drive and then start the Setup program.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.

To uninstall from a Mac and then reinstall

1. Disconnect the HP All-in-One from your Mac.
2. Open the **Applications**:**Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the HP All-in-One CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP All-in-One.

Hardware setup troubleshooting

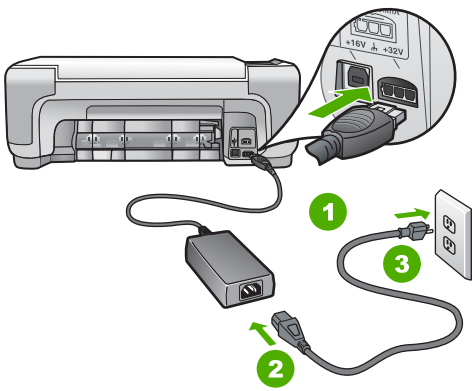
Use this section to solve any problems you might encounter while setting up the HP All-in-One hardware.

The HP All-in-One will not turn on

Cause The HP All-in-One is not properly connected to a power supply.

Solution

- Make sure the power cord is firmly connected to both the HP All-in-One and the power adaptor. Plug the power cord into a grounded power outlet, surge protector, or power strip.



1	Power connection
2	Power cord and adaptor
3	Grounded power outlet

- If you are using a power strip, make sure the power strip is on. Or, try plugging the HP All-in-One directly into a grounded power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the HP All-in-One into a switched outlet, make sure the switch is on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

Cause You pressed the **On** button too quickly.

Solution The HP All-in-One might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the HP All-in-One to turn on. If you press the **On** button again during this time, you might turn the device off.

Warning If the HP All-in-One still does not turn on, it might have a mechanical failure. Unplug the HP All-in-One from the power outlet and contact HP. Go to: www.hp.com/support

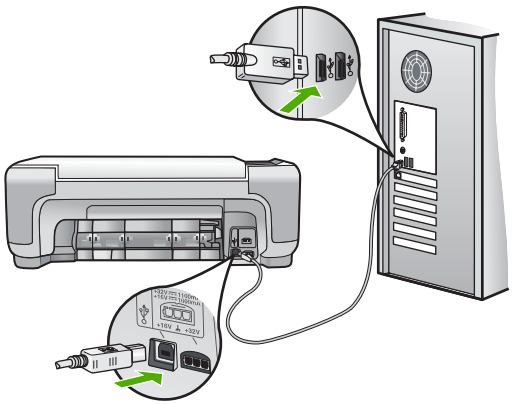
If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

I connected the USB cable, but I am having problems using the HP All-in-One with my computer

Cause The USB cable was connected before the software was installed. Connecting the USB cable before prompted can cause errors.

Solution You must first install the software that came with the HP All-in-One before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, connecting your computer to the HP All-in-One with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the HP All-in-One. You can connect to any USB port on the back of your computer.



For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the HP All-in-One.

The HP All-in-One does not print

Solution If the HP All-in-One and computer are not communicating with each other, try the following:

- Look at the **On** light located on the front of the HP All-in-One. If it is not lit, the HP All-in-One is turned off. Make sure the power cord is firmly connected to the HP All-in-One and plugged into a power outlet. Press the **On** button to turn on the HP All-in-One.
- Make sure the print cartridges are installed.
- Make sure you have paper loaded in the input tray.
- Check that the HP All-in-One does not have a paper jam.
- Check that the print carriage is not jammed.

Open the print cartridge door to access the print carriage area. Remove any objects that are blocking the print carriage, including any packing materials. Turn the HP All-in-One off and then turn it on again.

- Check that the HP All-in-One print queue is not paused (Windows) or stopped (Mac). If it is, choose the appropriate setting to resume printing. For more information about accessing the print queue, see the documentation that came with the operating system installed on your computer.
- Check the USB cable. If you are using an older cable, it might not be working properly. Try connecting it to another product to see if the USB cable works. If you experience problems, the USB cable might need to be replaced. Also verify that the cable does not exceed 3 meters (9.8 feet) in length.
- Make sure your computer is USB ready. Some operating systems, such as Windows 95 and Windows NT, do not support USB connections. Check the documentation that came with your operating system for more information.
- Check the connection from the HP All-in-One to your computer. Verify that the USB cable is securely plugged into the USB port on the back of the HP All-in-One. Make sure the other end of the USB cable is plugged into a USB port on your computer. After the cable is connected properly, turn the HP All-in-One off and then on again.
- If you are connecting the HP All-in-One through a USB hub, make sure the hub is turned on. If the hub is on, try connecting directly to your computer.
- Check other printers or scanners. You might need to disconnect older products from your computer.
- Try connecting the USB cable to another USB port on your computer. After you check the connections, try restarting your computer. Turn the HP All-in-One off and then on again.
- If the HP All-in-One is offline, turn the HP All-in-One off and on again. Start a print job.
- If necessary, remove and then install the software you installed with the HP All-in-One again.

For more information on setting up the HP All-in-One and connecting it to your computer, see the Setup Guide that came with the HP All-in-One.

Error conditions

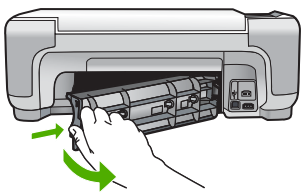
The lights on the HP All-in-One flash in special sequences to inform you about various error conditions. For more information on solving error conditions based on the status lights, see *Status light overview* on page 5.

Clear paper jams

If the HP All-in-One has a paper jam, first check the rear door.
If the jammed paper is not in the rear rollers, check the front door.

To clear a paper jam from the rear door

1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the HP All-in-One.



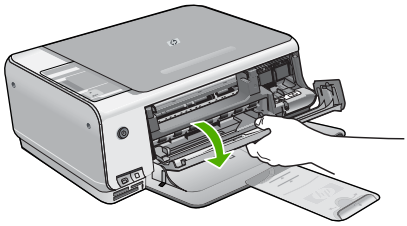
2. Gently pull the paper out of the rollers.

Caution If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.
4. Press **Start Copy Black** or **Start Copy Color** to continue the current job.

To clear a paper jam from the front door

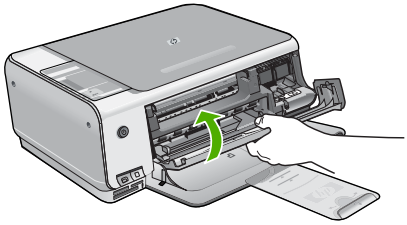
1. If necessary, pull the input tray down to open it. Then, lower the print cartridge door.



2. Gently pull the paper out of the rollers.

Caution If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the device. If you do not remove all the pieces of paper from the HP All-in-One, more paper jams are likely to occur.

3. Close the print cartridge door.



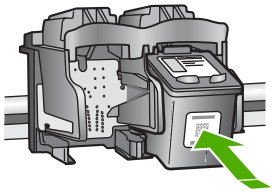
4. Press **Start Copy Black** to continue the current job.

Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges.

To troubleshoot print cartridges

1. Remove the black print cartridge from the slot on the right. Do not touch the ink nozzles or the copper-colored contacts. Check for possible damage to the copper-colored contacts or ink nozzles.
   Make sure the plastic tape has been removed. If it is still covering the ink nozzles, gently remove the plastic tape by using the pink pull tab.
2. Reinsert the print cartridge by sliding it forward into the slot. Then push the print cartridge forward until it clicks into the socket.



3. Repeat steps 1 and 2 for the tri-color print cartridge on the left side.
4. If the problem persists, print a self-test report to determine if there is a problem with the print cartridges.
   This report provides useful information about your print cartridges, including status information.
5. If the self-test report shows a problem, clean the print cartridges.
6. If the problem persists, clean the copper-colored contacts of the print cartridges.
7. If you are still experiencing problems with printing, determine which print cartridge is experiencing the problem and replace it.

For more information, see the onscreen Help.

Before you call HP customer support

Software programs from other companies might be included with the HP All-in-One. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact HP Customer Support, do the following before you call:

1. Make sure that:
   a. The HP All-in-One is plugged in and turned on.
   b. The specified print cartridges are installed correctly.
   c. The recommended paper is properly loaded in the input tray.
2. Reset the HP All-in-One:
   a. Turn off the HP All-in-One by pressing the **On** button.
   b. Unplug the power cord from the back of the HP All-in-One.
   c. Plug the power cord back into the HP All-in-One.
   d. Turn on the HP All-in-One by pressing the **On** button.
3. To find support and warranty information, go to the HP website at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.
   Check the HP website for updated information or troubleshooting tips for the HP All-in-One .
4. If you are still experiencing problems and need to speak with an HP Customer Support Representative, do the following:
   a. Have the specific name of the HP All-in-One, as it appears on the control panel, available.
   b. Print a self-test report. (See below.)
   c. Make a color copy to have available as a sample printout.
   d. Be prepared to describe your problem in detail.
   e. Have your serial number and service ID ready, found on the self-test report.
5. Call HP Customer Support. Be near the HP All-in-One when you call.

To print a self-test report

1. Press and hold **Cancel** on the control panel.
2. While holding **Cancel**, press **Start Copy Color**.
   The self-test report prints, containing the serial number and service ID.

3 Technical information

The technical specifications and international regulatory information for the HP All-in-One are provided in this section.

System requirements

Software system requirements are located in the Readme file.

Paper specifications

This section contains information about paper tray capacities and paper sizes.

Paper tray capacities

Type	Paper weight	Paper tray*	Output tray†
Plain paper	20 to 24 lb. (75 to 90 gsm)	100 (20 lb. paper)	50 (20 lb. paper)
Legal paper	20 to 24 lb. (75 to 90 gsm)	100 (20 lb. paper	50 (20 lb. paper)
Cards	110 lb. index max (200 gsm)	20	10
Envelopes	20 to 24 lb. (75 to 90 gsm)	10	10
Transparency film	N/A	20	15 or fewer
Labels	N/A	20	10
4 x 6 inch (10 x 15 cm) Photo paper	145 lb. (236 gsm)	20	15
8.5 x 11 inch (216 x 279 mm) Photo paper	N/A	20	10

* Maximum capacity.

† Output tray capacity is affected by the type of paper and the amount of ink you are using. HP recommends emptying the output tray frequently.

Paper sizes

For a complete list of supported media sizes, see the printer software.

Print specifications

- Up to 1200 x 1200 rendered dpi black when printing from a computer
- Up to 4800 x 1200 optimized dpi color when printing from a computer and 1200-input dpi
- Print speeds vary according to the complexity of the document
- Panorama-size printing
- Method: drop-on-demand thermal inkjet
- Language: PCL3 GUI
- Duty cycle: Up to 3000 printed pages per month

Copy specifications

- Up to 4800x1200 optimized dpi output using a scan resolution of 1200x1200ppi when copying onto premium photo media
- Digital image processing
- Up to 9 copies from original (varies by model)
- Fit to page
- Copy speeds vary according to the complexity of the document

Scan specifications

- Image editor included
- Integrated OCR software automatically converts scanned text to editable text (if installed)
- Twain-compliant interface
- Resolution: up to 1200 x 2400 dpi optical (varies by model); 19200 dpi enhanced (software)
- Color: 48-bit color, 8-bit grayscale (256 levels of gray)
- Maximum scan size from glass: 21.6 x 29.7 cm (8.5 x 11.7 inches)

Physical specifications

- Height: 16.97 cm (7.0 inches)
- Width: 44 cm (16.8 inches)
- Depth: 25.9 cm (10.2 inches)
- Weight: 4.5 kg (10 pounds)

Power specifications

- Power consumption: 25 watts maximum (average printing)
- Input voltage: AC 100 to 240 V ~ 1 A 50–60 Hz, grounded
- Output voltage: DC 32 V===560 mA, 15 V or 16 V===530mA

Note Use only with the power adapter supplied by HP.

Environmental specifications

- Recommended operating temperature range: 15º to 32º C (59º to 90º F)
- Allowable operating temperature range: 5º to 35º C (41º to 95º F)
- Humidity: 15% to 80% RH non-condensing
- Non-operating (Storage) temperature range: –20º to 50º C (–4º to 122º F)
- In the presence of high electromagnetic fields, it is possible the output from the HP All-in-One may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

Acoustic information

If you have Internet access, you can get acoustic information from the HP website. Go to: www.hp.com/support.

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in a environmentally sound manner. For information on HP's Environmental product stewardship program, see the onscreen Help.

Regulatory notices

The HP All-in-One meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the onscreen Help.

Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SDGOB-0603. This regulatory number should not be confused with the marketing name (HP Photosmart C3100 All-in-One series, etc.) or product numbers (Q8150A, etc.).

Warranty

HP product	Duration of limited warranty
Software	90 days
Print cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Accessories	1 year
Printer peripheral hardware (see the following for details)	1 year

A. Extent of limited warranty
   1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
   2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
   3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
      a. Improper maintenance or modification;
      b. Software, media, parts, or supplies not provided or supported by HP;
      c. Operation outside the product's specifications;
      d. Unauthorized modification or misuse.
   4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
   5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
   6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
   7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
   8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
   9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
   10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty
   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability
   1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
   2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law
   1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
   2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
      a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
      b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
      c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
   3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

Index

Symbols/Numerics
10 x 15 cm photo paper
  specifications 24

B
buttons, control panel 4

C
cancel button 4
clean
  glass 17
  lid backing 17
connection problems
  HP All-in-One does not turn on 19
control panel
  buttons 4,
copy
  make a copy 10
  specifications 25
customer support
  contact 23

E
envelopes
  specifications 24
environment
  Environmental product stewardship program 25
  environmental specifications 25

G
glass
  clean 17

H
help
  use onscreen Help 8
Hewlett-Packard Company notices 2

J
jams, paper 10

L
labels
  specifications 24
legal paper
  specifications 24
letter paper
  specifications 24
lid backing, clean 17

M
maintenance
  clean glass 17
  clean lid backing 17
  replace print cartridges 14
make a copy 10
memory cards
  proof sheet 11
  slots 2

O
on button 5

P
paper
  jams 10, 21
  paper sizes 24
  specifications 24
paper tray capacities 24
phone numbers, customer support 23
photo paper
  specifications 24
Photosmart Express 5
physical specifications 25
power specifications 25
print
  from software application 13
  proof sheet 11
  specifications 24
print cartridges
  replace 14
  troubleshoot 22
proof sheet
  print 11

R
regulatory notices
  regulatory model identification number 26
reinstall software 18
replace print cartridges 14

S
scan
  documents 10
  photos 10
  scan specifications 25
scan button 5
scan glass
  clean 17
software application, print from 13
software installation
  reinstall 18
  uninstall 18
specifications. *See* technical information
start black 5
start color 5
status lights
  overview 5
system requirements 24

T
technical information
  copy specifications 25
  environmental specifications 25
  paper sizes 24
  paper specifications 24
  paper tray capacities 24
  physical specifications 25
  power specifications 25
  print specifications 24
  scan specifications 25
  system requirements 24
  weight 25
telephone numbers, customer support 23
transparencies
  specifications 24
troubleshoot

hardware installation 19
jams, paper 10
print cartridges 22
USB cable 20

U

uninstall software 18
USB cable installation 20

www.hp.com/support

021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	www.hp.com/support
17212049	البحرين
België	www.hp.com/support
Belgique	www.hp.com/support
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada (Mississauga Area)	(905) 206-4663
Canada	1-800-474-6836
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	10-68687980 8008103888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
È eská republika	810 222 222
Danmark	www.hp.com/support
Ecuador (Andinatel)	1-999-119 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
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France	www.hp.com/support
Deutschland	www.hp.com/support
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Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
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Magyarország	06 40 200 629
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